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GOHEBIAETH YN DILYN CYFARFOD Y PWYLLGOR

Pwyllgor PWYLLGOR CRAFFU AMGYLCHEDDOL

**Dyddiad ac amser
y cyfarfod** DYDD MAWRTH, 15 MAI 2018, 4.30 PM

Gweler isod gohebiaeth anfon gan Gadeirydd y Pwyllgor ar ôl y cyfarfod , ynghyd ag unrhyw ymatebion a gafwyd

Am unrhyw fanylion pellach, cysylltwch â scrutinyviewpoints@cardiff.gov.uk

10 **Gohebiaeth yn dilyn y cyfarfod pwyllgor** (*Tudalennau 3 - 12*)

Mae'r dudalen hon yn wag yn fwriadol

Ref: RDB/RP/MM/15.05.2018

17 May 2018

Councillor Michael Michael,
Cabinet Member for Clean Streets, Recycling & Environment,
County Hall,
Atlantic Wharf,
Cardiff CF10 4UW.



Dear Councillor Michael,

Environmental Scrutiny Committee – 15 May 2018

On behalf of the Environmental Scrutiny Committee I would like to thank you and the officers for attending the Committee meeting on Tuesday 15 May 2018. As you are aware the meeting received items titled 'Greener Grangetown – Member Update' and 'Pre Decision Scrutiny of Cabinet Paper titled 'Recycling & Waste Management Strategy – 2018 to 2021''. The comments and observations made by Members following these items are set out in this letter.

'Greener Grangetown – Member Update'

- At the meeting Members asked about the cost of delivering the Greener Grangetown project. It was highlighted that the contract value had been provided to the Committee (a value of £1,785,853.55); however, a final project close value had not been calculated. An officer explained that this would be done in the weeks following the completion of the project and that he was happy to provide the Committee with a copy of the outturn funding report. During the way forward Members discussed the offer and asked if a copy of the outturn funding report could be provided once complete.
- The Committee were informed that the project would be completed in the coming weeks. Members are keen to arrange a visit to the project to see first hand what the scheme has delivered. I would be grateful if you could

ask the service area to liaise with Scrutiny Services to arrange a visit to the site for the Members of the Committee, or alternatively invite them along to an opening ceremony if one takes place.

- At the meeting it was explained that local resident feedback would be included as a part of the lessons learnt phase of the project. This would take place after delivery of the project was complete and provide valuable information to the Council and its partners on how to improve delivery of any similar future projects. Members felt that this was a good idea, however, they have asked for a detailed explanation of how the local resident feedback will be gathered, stored and reported.
- Officers explained that most of the Greener Grangetown project was complete, however, as with all projects there would be a 'snagging list' of final adjustments that would need to be addressed to properly finish the scheme. The Committee is interested in viewing a copy of the 'snagging list' to establish the type of final alterations that need to be addressed. I would be grateful if you could arrange for a copy of the document to be provide to the Committee.

Pre Decision Scrutiny of Cabinet Paper titled 'Recycling & Waste Management Strategy – 2018 to 2021'

- During the meeting I asked for details of the wards that would be included in the wheeled bin expansion. You explained that it was not possible at that time to provide the information as you first needed to consult with the local ward Members who would be directly affected. As stated at the meeting I agree with the position of first consulting with the affected local ward Members, and ask that once this has been done that you provide the Committee with the details. If required Members are content to receive this information on a confidential basis.
- An officer explained at the meeting that the Welsh Government is in the process of introducing the new Environment Act for Wales and that this will have a direct impact on how we deliver services. It is felt that the

Commercial Waste Service in particular will be affected by the new legislation which could provide new opportunities for the Council. The officer explained that the Council was interested in working with the Welsh Government to help pilot some of the new changes that would affect the commercial waste industry in Wales. Members thought that this was an excellent idea that could benefit the Commercial Waste Service and help increase recycling rates in this area, therefore, the Committee supports this idea.

- At the meeting the idea of developing local processing plants to deal with the recyclate produced in the South East Wales region was discussed, for example, creating a local plastic processing plant. This it was felt would help improve 'closed loop recycling' and help mitigate the impacts of the constantly fluctuating recyclate market. Members thought that this was good forward thinking in terms improving sustainability in Wales and was an idea worth exploring. The Committee would encourage you to work with Welsh Government to properly explore the feasibility of this opportunity.
- A Member suggested that the new glass pilot might confuse some residents and that it was important to clearly communicate the proposal and how it will affect households. He suggested that some residents who don't necessarily use modern communications methods (for example, apps or social media) might benefit from a calendar which explains when and how glass needs to be placed at the kerbside. I would be grateful if you could look into the feasibility and benefits of providing such a calendar.
- During the municipal year it has been noted that a third Household Waste Recycling Centre has been proposed for the north of Cardiff and that £3 million has been allocated to the capital budget to support the delivery of the scheme in the next three years. Members would like assurance that this proposal stands, confirmation of the current anticipated timescale and details of any potential sites that you are able to share with us at this time.

- Several of the Committee agreed that while increasing recycling rates across Wales was important, it was also important to reflect on the other changes taking place in the wider waste market. Achieving real sustainability in Wales was seen as the priority and to quote an officer it is important not “hit the target but miss the point”. Members felt that the Welsh Government now has the required legislative power to direct companies to increase recycling rates and reduce the quantity / type of packaging used for various products. With this in mind the Committee would encourage you to lobby the Welsh Government to introduce changes in such areas.
- During the meeting an officer explained that the newly appointed Chief Digital Officer was considering the introduction of a ‘digital bot’ to help deal with customer queries on a range of topics including waste management. One of the features of this system was that it would be capable of immediately identifying the language of the request and then responding in the same language. It was hoped that this would improve the Council’s communication approach and ultimately (through better information) help increase recycling rates. I would be grateful if you could provide the Council with details of the proposed ‘digital bot’; this should include how it might work and the benefits that it would produce.
- Members welcome the consultation exercise that you are planning to run to support the development of the ‘Recycling & Waste Management Strategy – 2018 to 2021’. They ask that you provide the Committee with regular updates in terms of the development of the strategy and the key points identified so that they can contribute to the exercise where they feel appropriate. In addition to this they would like to undertake pre decision scrutiny of the final draft strategy before it is submitted to Cabinet for approval.

I would be grateful if you would consider the above comments and provide a response to the content of this letter.

Regards,

Handwritten signature of Ramesh Patel in black ink.

Councillor Ramesh Patel
Chairperson Environmental Scrutiny Committee

Cc:

- Andrew Gregory - Director of City Operations
- Matt Wakelam - Operational Manager, Infrastructure & Operations
- Tara King – Assistant Director, Commercial Services
- Jane Cherrington – Operational Manager, Strategy & Enforcement
- Davina Fiore - Director of Governance & Legal Services
- Members of Cardiff's Environmental Scrutiny Committee

Mae'r dudalen hon yn wag yn fwriadol

**SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE**



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Fy Nghyf / My Ref : CM39675

Eich Cyf / Your Ref :

Dyddiad / Date: 20th June 2018

Councillor Ramesh Patel
C/O Member Services
County Hall
Atlantic Wharf
Cardiff
CF10 4UW

Annwyl / Dear Councillor Patel

Environmental Scrutiny Committee - 15th May 2018

Thank you for your correspondence concerning the above. I have addressed each of your queries in turn below.

In relation to Greener Grangetown, a copy of the outturn funding report will be provided to Scrutiny Committee following completion of the project and final outturn costs being agreed with the contractor for the Contract. Please note that agreements on the outturn costs may take several months following completion of the project.

With regards to visiting the project, the team would be happy to show Members of the Committee the Greener Grangetown project and will be in touch with Scrutiny Services to make arrangements. I am also pleased to advise that Greener Grangetown Water Sensitive Urban Design won Engineering Project of the Year at the recent Water Industry Achievement Awards.

The project has provided residents with a regular newsletter about the project and it is intended to utilise the newsletter to get resident feedback on the project. This information, along with information / concerns raised during the project, will form a "lessons learnt" report to support taking further similar projects forward.

ATEBWCH I / PLEASE REPLY TO :
Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall, Glanfa'r Iwerydd /
Atlantic Wharf , Caerdydd / Cardiff, CF10 4UW,
Ffon / Tel: (029) 2087 2598

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Yn gyhoeddus yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog.
Yn gyhoeddus yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un
ddiwylliant ydych chi chi fydd gohebu yn Gymraeg yn arwain at oedi.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



I can confirm the team will be happy to show Members of the Committee the snagging list for the Greener Grangetown project. There will be two lists relating to:

1. Snagging relating to contractor obligation under the contract
2. Snagging or concerns to be dealt with by Cardiff Council such as resident parking levels, which sit outside of the construction contract.

Regarding the "Recycling & Waste Management Strategy - 2018 to 2021", details of the wards included in the wheeled bin expansion will be provided to the committee once local ward member discussions have taken place.

Thank you for your support in pursuing working relationships with Welsh Government to pilot changes to be delivered within the Environment Act for Wales and to explore the feasibility of a regional recycling facility. Officers will also continue to work with Welsh Government to assist in any way with discussions about reducing packaging and increase recycling rates across Welsh businesses.

The communication plan for the separate collection of glass pilot is being developed and will include a calendar confirming collection dates.

As outlined in the Cabinet paper of 15th February 2018, a business case is being prepared relating to the potential future requirement for additional HWRC services in Cardiff. This business case will be presented back to Cabinet at a later date, including site options appraisals.

We have asked our digital services team to provide a response in relation to the Chatbot and they have responded as follows:

In the modern digital world, customers expect to be able to communicate and transact with organisations on a 24/7 basis. Using simple, accessible channels, they expect to be able to find the information that they need quickly and without trawling through content. The Virtual Assistant/Chatbot project will deliver a conversational, humanised Chatbot, initially to handle enquiries about waste disposal - the Chatbot will be able to help with the question - how, when and where can I dispose of my waste? By using artificial intelligence, natural language processing and automation, we will be able to provide a simple, welcoming access channel that can be reused across many platforms, for example online, via the telephone, and even through smart units like Amazon Echo, delivering customer service in the home.

Alongside the expected cost, avoidance and customer experience benefits gained through the provision of this new contact route, the Chatbot platform includes automatic language recognition and translation capabilities. At present, translation to approximately 80 community languages is possible. By deploying this functionality we will enable non-native English/Welsh speakers to transact with Cardiff Council without the need for costly translation services and it is expected that an increase in contacts relating to waste collections, bag and bin contents and disposal methods will be seen as customers will find it easier to engage with us. The knock-on effect of this increase in engagement will be a wider understanding of how and when to dispose of waste correctly, leading to improvements in recycling performance.

Thorough research and a broad market-sounding exercise has been completed by the project team and the delivery phases for the project are currently being defined. It is expected that the functionality enabling automatic translation will not be part of the initial pilot release (this will be limited to English and Welsh variations), but will be delivered soon afterwards in order to rapidly expand the Chatbots' accessibility.

A detailed business case is being prepared that will demonstrate the benefits that can be achieved through the implementation of these tools and the costs associated with the development, deployment and on-going management of virtual assistant channels. Agreement to fund the project's proposal will be sought at IRB in June 2018 with procurement and supplier engagement expected to start soon after this.

We will provide highlight trends and key data from the consultation on the "Recycling & Waste Management Strategy - 2018 to 2021" when it is available, and can confirm that a pre-decision report will be presented to Scrutiny before the final strategy is prepared.

I hope the above is of assistance.

Yn gywir / Yours sincerely



Councillor / Y Cynghorydd Michael Michael
Cabinet Member for Clean Streets, Recycling & Environment
Aelod Cabinet dros Strydoedd Glân, Ailgylchu a'r Amgylchedd

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